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ABSTRACT

In a background report and five appendices, this fact sheet reviews the automation status of state child support enforcement programs, giving particular attention to the status of automation efforts, state and federal officials' views, and reasons for progress or lack of progress. Information was obtained primarily by telephone interviews of officials in the 50 States, the District of Columbia, Guam, Puerto Rico, and the Virgin Islands. As of May 1988, each of the 54 governmental units reported using some automation for its Child Support Enforcement Program. Provided in Appendix I are requirements for enhanced funding; in Appendix II, the status of state automated systems as of May 1988; in Appendix III, views of state and Office of Child Support Enforcement officials on state progress in automating systems; and, in Appendix IV, comments from the Department of Health and Human Services. Appendix V lists major contributors to the fact sheet. (RH)

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February 1989

CHILD SUPPORT

State Progress in Developing Automated Enforcement Systems

PS 017875

GAO/HRD-89-10FS

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Human Resources Division

B-231313

February 10, 1989

The Honorable Thomas J. Downey
Acting Chairman, Subcommittee on
Human Resources
Committee on Ways and Means
House of Representatives

The Honorable Hank Brown
Subcommittee on Human Resources
Committee on Ways and Means
House of Representatives

In response to your July 19, 1988, request (as Acting Chairman and Ranking Minority Member of the Subcommittee on Public Assistance and Unemployment Compensation) and discussions with your office, we reviewed the automation status of state Child Support Enforcement programs. Expressing concern that states may not be making satisfactory progress in developing automated systems for these programs, you asked that, for each state, we provide information on automation status, state and federal officials' views, and reasons for progress or lack of progress.

We obtained information, primarily by telephone interview, from officials in the 50 states, the District of Columbia, Guam, Puerto Rico, and the Virgin Islands (these four are included in our review as states to simplify the presentation of our data) and in the Office of Child Support Enforcement (OCSE), which administers the Child Support Enforcement Program at the federal level. A summary of our results is presented below. Details are presented in the fact sheet.

Status of State Automation of Child Support Enforcement Programs

As of May 1988, each of the 54 states we reviewed reported using some automation for its Child Support Enforcement Program. Fifty-two states reported being in one of the following phases for statewide automated systems that are comprehensive, that is, meet all program requirements:

- preplanning,
- planning,
- developing,
- installing,
- mostly operating, or
- fully operating.

4

Two other states had no plans for statewide, comprehensive systems, but reported using automation for some program activities.

Of the 52 participating states, 37 were seeking or receiving enhanced funding (that is, 90-percent federal reimbursement for certain automation costs if prescribed conditions are met, as determined by OCSE). The remaining 15 states were using regular Child Support Enforcement Program funds (currently 68-percent federal reimbursement) to develop automated systems.

Two of the 37 states seeking or receiving enhanced funds were fully operating and had been certified by OCSE as meeting all conditions. Twelve others anticipated being ready for certification as fully operating by the end of 1989.

Progress Between 1985 and 1988

Between September 1985 and May 1988, 39 states reported progressing through at least one development phase; 13 remained in the same phase; and 2, having begun automated systems in the past, regressed to the preplanning phase. The number of states in the fully and mostly operating phases increased from 4 to 16 during the period; the number in the developing and installing phases increased from 11 to 15. As of May 1988, however, 23 states had not advanced beyond the planning phase.

States generally viewed their progress since 1985 more positively than did OCSE. Forty-three states reported they had made at least moderate progress, but OCSE reported that only 29 had made such progress.

State and OCSE officials often agreed on the reasons for state progress or lack of progress. Most frequently cited factors were (1) availability of technical staff; (2) state commitment and leadership; (3) cooperation between state agencies, counties, and courts; and (4) changes in OCSE policies.

OCSE's Transfer Policy

In 1986, OCSE established a policy generally requiring states seeking enhanced funds to use the existing automated systems of other states (transfer policy) rather than to develop new systems. OCSE expected transfers to (1) save system development time and costs and (2) increase the likelihood of success, especially in states lacking technical staff. This policy caused some states to redirect their automation plans. As of May 1988, 21 states had sought OCSE approval to transfer systems and 4 others were considering transfers.

Concerning the effects of OCSE's transfer policy on state automation progress, views of these 25 states varied by state. Five states reported this policy change was a major reason for lack of progress. Five other states reported the change as a major reason for progress; these states and one other anticipated savings in development time and cost. The other 14 states reported that it was too early to predict savings from transferring systems.

The Department of Health and Human Services, in commenting on this fact sheet, said that states were showing continuing progress automating their Child Support Enforcement programs. It noted that several states had progressed beyond their May 1988 status, the time of our assessment; even more progress is anticipated in 1989 (see app. II).

As requested by your office, unless you publicly announce its contents earlier, we plan no further distribution of this fact sheet until 10 days from its issue date. At that time, we will send copies to other interested congressional committees and the Secretary of Health and Human Services; we will make copies available to others on request.

The major contributors to this fact sheet are listed in appendix V.

Franklin Frazier

Franklin Frazier
Associate Director

Contents

Letter		1
Child Support: State Progress in Developing Automated Enforcement Systems		6
	Background	6
	Objectives, Scope, and Methodology	8
	Status of State Automation	9
	Progress Between 1985 and 1988	11
	OCSE's Transfer Policy	14
Appendix I Requirements for Enhanced Funding		16
Appendix II Status of State Automated Systems (May 1988)		19
Appendix III Views of State and OCSE Officials on State Automation Progress		22
Appendix IV Comments From the Department of Health and Human Services		24
Appendix V Major Contributors to This Fact Sheet		25
Tables	Table 1: Phase of System Development (1985 and 1988)	12

Table 2: State Estimates of When Their Systems Will Be Mostly Operating 12
Table 3: Officials' Views on State Progress (Since 1985) 13
Table 4: Major Reasons Reported for State Progress or Lack of Progress (Since 1985) 14
Table II.1: States With Enhanced Funding 19
Table II.2: States Without Enhanced Funding 21

Figure

Figure 1: Implementation Status of Automated Systems for Child Support Enforcement Programs (May 1988) 10

Abbreviations

AFDC	Aid to Families With Dependent Children
APD	advance planning document
GAO	General Accounting Office
HHS	Department of Health and Human Services
OCSE	Office of Child Support Enforcement

Child Support: State Progress in Developing Automated Enforcement Systems

Background

In 1975, the Child Support Enforcement Program, title IV-D of the Social Security Act, was established to strengthen state and local efforts to find absent parents, establish paternity, obtain child support orders, and collect support payments. The program is administered at the federal level by the Office of Child Support Enforcement (OCSE) within the Department of Health and Human Services (HHS). Initially, the program authorized the federal government to reimburse most program costs at a 75-percent rate. Subsequently, the Congress reduced the rate; through fiscal year 1989, it will be 68 percent.

The Congress recognized that the use of automation could result in more efficient, cost-effective child support enforcement. In 1980, the Congress authorized enhanced federal funding for planning, developing, and installing comprehensive, statewide automated systems for such enforcement, with costs reimbursed at a 90-percent rate instead of the regular program rate. In the 1984 Child Support Enforcement Amendments, the Congress authorized enhanced funding for computer hardware and software to operate these automated systems.

In May 1986, OCSE established a transfer policy requiring states seeking enhanced funds to transfer existing automated systems from other states rather than to develop new ones, unless there was a compelling reason not to. This policy was in response to the fact that since 1975, OCSE has spent over $100 million to fund over 300 separate state and county automated systems.[1] OCSE predicted that the transfer policy would (1) save development time and expense and (2) ensure greater likelihood of success, especially in states lacking technical staff.

In July 1987, OCSE published a revised Automated Systems for Child Support Enforcement: A Guide for States Seeking Enhanced Funding. The guide (1) details the qualification requirements for enhanced federal funding and (2) outlines OCSE's certification process. To qualify for enhanced funding, a state system (proposed or operating) must be statewide—including all political jurisdictions and all existing cases—and capable of carrying out all the functional (core) requirements that are mandatory. These include case initiation, case management, financial management, enforcement, reporting, and security and privacy (see app. I for additional details).

[1]In 1987, GAO recommended that OCSE establish automated system standards and certification procedures to ensure system reliability and to facilitate the transfer of existing systems among states (GAO/Information Management and Technology Division letter to the Administrator, HHS, Family Support Administration, B-221220, Feb. 20, 1987).

The Child Support Enforcement Program laws and regulations require that states seeking enhanced funding must first submit an advance planning document (APD) to OCSE for review and approval. In addition, according to the guide, an APD for enhanced funding includes such system information as needs and objectives; alternatives, including transfer plans or an explanation of why a transfer is not feasible; a cost-benefit analysis; and a development timetable. Finally, APDs must be updated at least annually and must be approved by OCSE before enhanced funds are provided for the various development phases of automated systems.

The guide identifies four development phases:

Planning

In the planning phase, a state determines statewide automation needs, studying alternatives for meeting those needs and selecting a feasible alternative. Enhanced funding is available for limited hardware, selected travel, salary, fringe benefits, and indirect personnel costs.

Developing

In the developing phase, a state produces system specifications and does programming and testing. Enhanced funding is available for computer time used for developing and testing programs, converting existing data to new system files, and preparing system documentation; in addition, enhanced funding is available for some training costs and limited time-shared or microcomputer costs for defining or managing the project, making prototypes, and defining and describing performance and technical specifications.

Installing

In the installing phase, a state puts the system into place. Enhanced funding is available for training, initial data conversion, testing, and hardware (such as computers and data transmission equipment).

Operating

In the operating phase, a state uses a completely installed, statewide system that has been certified by OCSE as meeting all requirements. Enhanced funding is available for computer hardware and operating system software after OCSE certification, but not for personnel, training, supplies, or other operating costs.

In addition to reviewing and approving APDs, OCSE monitors state systems to determine whether projects are proceeding as planned and to ensure that all requirements are being met. In addition, on request, OCSE

carries out certification reviews to determine whether systems meet all requirements. Enhanced funding may be terminated any time during system development or after certification, if the prescribed conditions and requirements are unmet.

States that develop automated systems with regular program funds also must obtain advanced OCSE approval for expenditures that exceed $200,000. These systems, however, are not required to meet core requirements or to use only a single set of software statewide. Moreover, according to the guide, oversight of system acquisition and operation is less stringent than that with enhanced funds.

On October 13, 1988, the Family Support Act of 1988 (P.L. 100-485), which includes several provisions affecting the automation of the Child Support Enforcement Program, was enacted. The new law requires that states without comprehensive, statewide automated systems submit APDs to OCSE by October 1, 1991,[2] for the future development of such systems. All state systems, however, must be approved as fully operating by October 1, 1995, at which time enhanced funding will be discontinued. The new law allows core and general requirements to be waived under certain circumstances; one such circumstance would be the demonstration by the states that they have alternative systems enabling them to (1) substantially comply with program requirements and (2) provide assurance that additional steps will be taken to improve their programs.

Objectives, Scope, and Methodology

The objectives of our review were to (1) determine the automation status of state Child Support Enforcement programs, (2) ascertain each state's automation progress since 1985, and (3) obtain state and OCSE officials' views on the reasons for progress or lack of progress. The review was done at the request of the Acting Chairman and Ranking Minority Member of the Subcommittee on Public Assistance and Unemployment Compensation (now the Subcommittee on Human Resources), House Committee on Ways and Means.

In May and June 1988, we did telephone interviews with officials responsible for automating Child Support Enforcement programs in the 50 states, the District of Columbia, Guam, Puerto Rico, and the Virgin Islands (these four are included in our review as states to simplify the

[2]The law requires states to submit their APDs to the HHS Secretary for review and approval. Child Support Enforcement Program administrative responsibility has been delegated to OCSE.

presentation of our data). We obtained information, as of May 1988, on state automation status, asking each state to identify its phase of system development.

In addition to using the four major system phases outlined in the guide (planning, developing, installing, and [fully] operating), we added three phases that put state development status in better perspective:

- No plan: No plans for comprehensive, statewide systems.
- Preplanning: Planning a comprehensive, statewide system, but no APD submitted to OCSE.
- Mostly operating: Operating an automated system that covers all political jurisdictions and meets most core requirements.

We also asked states whether (1) they were receiving enhanced funding; (2) they were transferring systems and, if so, if they anticipated time and cost savings; and (3) their existing automated systems met core requirements. In addition, we asked when states anticipated their systems would become mostly operating and ready for certification.

To assess state automation progress, we compared each state's development phase in May 1988 with its phase in September 1985, using information gathered during an earlier GAO study.[3] In addition, we asked states to characterize their automation progress during that period as "great," "much," "moderate," "little," or "none." Further, we asked for state reports on the reasons for progress or lack of progress.

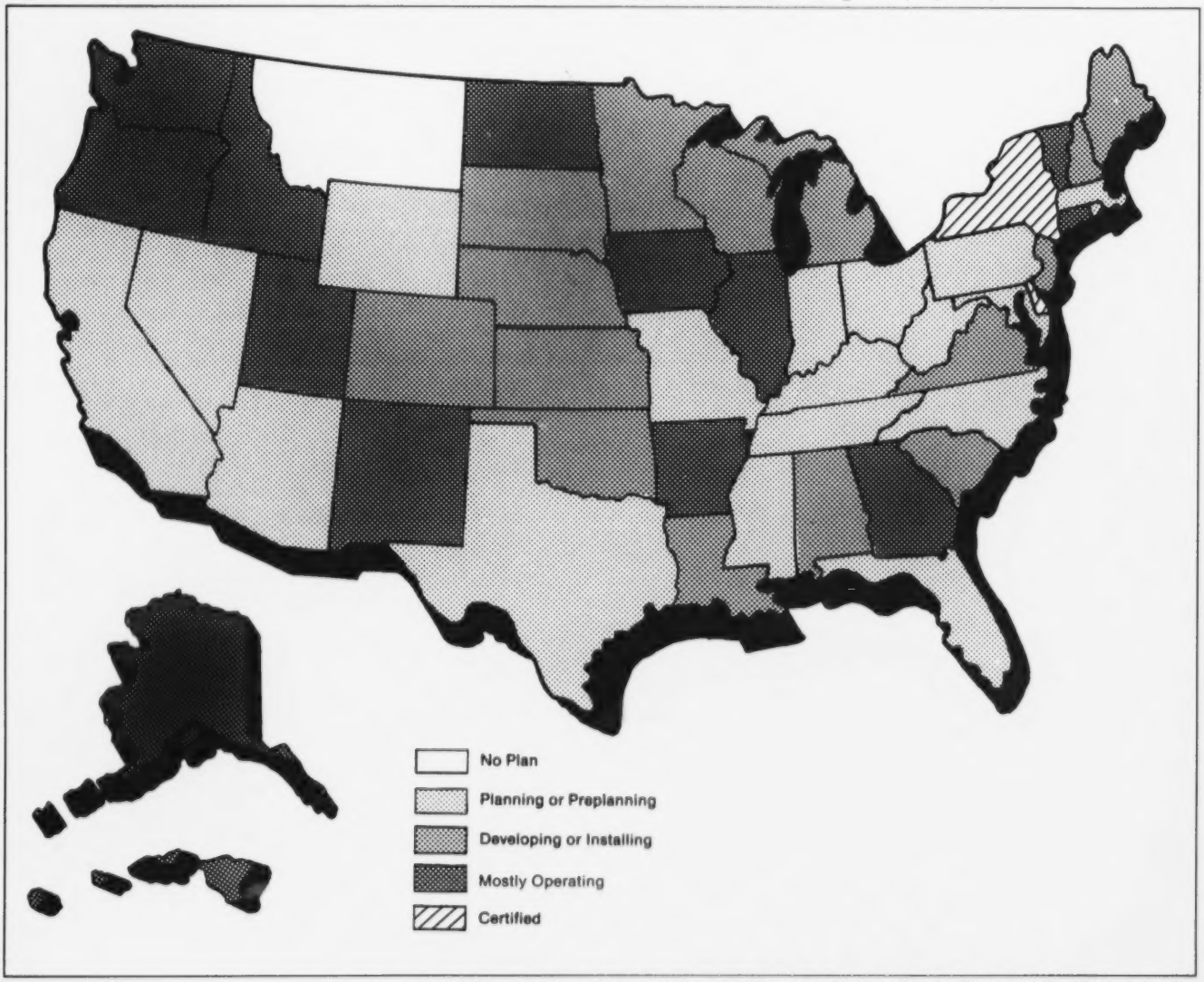
Between June and August of 1988, we spoke with OCSE officials responsible for oversight of these projects to verify each state's status, obtain views on state progress, and identify reasons for progress or lack of progress. We did not obtain documentation supporting state or OCSE officials' answers, nor did we verify statistical information provided by OCSE.

Status of State Automation

Of the 54 state systems, as of May 1988, OCSE had certified 2 as fully operating. Fourteen others were mostly operating; 15 were in the developing or installing phase; and 21 were in the preplanning or planning phase. The other 2 states had no plans to establish comprehensive systems. For each state, the automated status in May 1988, by development phase, is shown in figure 1.

[3]GAO/Information Management and Technology Division letter to the Administrator, HHS, Feb. 20, 1987.

Figure 1: Implementation Status of Automated Systems for Child Support Enforcement Programs (May 1988)



Note: Guam has no plan yet and the District of Columbia, Puerto Rico, and the Virgin Islands are in planning or preplanning phases.

Thirty-seven states were seeking or receiving enhanced funding for system automation as of May 1988. Two—New York and Delaware—were certified as meeting all requirements in May 1988. Nine others were mostly operating, with 3 anticipating being ready for certification in 1988 and 4 in 1989; 2 were unable to say when they would be ready. Of

the remaining 26 states, 5 anticipated being ready for certification in 1989 (see app. II, table II.1). Of the 37 states with enhanced funding,

- 17 were using or planning to transfer a system from another state;
- 9 had completed or were completing systems that were begun before OCSE's transfer policy took effect;
- 9 were improving their existing systems, with one considering transferring; and
- 2 (New Hampshire and Maine) were receiving a federal demonstration grant to develop a new system, which OCSE hopes can ultimately be transferred to other states.

Another 15 states (see app. II, table II.2) were automating without enhanced funding; of these states, 4 were considering seeking such funds and 11 were using regular program funds because

- obtaining enhanced funding was not worth the time and effort, according to state or regional OCSE officials (5 states);
- not all counties and courts were or would be included in a single automated system with uniform software, which disqualified them for enhanced funding (4 states); or
- enhanced funding had been stopped because OCSE did not believe sufficient progress had been made (2 states).

Of these 15 states, 5 were mostly operating and reported meeting all or most core requirements, including 1 state that was considering improving its system with a transfer. The other 10 states were in earlier development phases, with 4 transferring (or planning to transfer) systems from other states and 2 considering this option.

The remaining 2 states, Montana and Guam, had no plans to develop comprehensive, statewide systems, but reported using automation for some Child Support Enforcement activities. Montana officials told us they used automation for accounting, and Guam officials said they used a personal computer for quick reference to child support cases.

Progress Between 1985 and 1988

Most states have made some progress developing comprehensive, statewide systems since September 1985, with some making more progress than others. Compared with their status in 1985, 39 states progressed by at least one phase of development—21 by one phase, 13 by two, 3 by three, and 2 by four. Thirteen states remained in the same phase and

two had regressed from their 1985 status to the preplanning phase (see app. II).

Moreover, between September 1985 and May 1988, the number of states in the fully and mostly operating phases increased from 4 to 16, as shown in table 1. In addition, four of the six states with no plans to develop comprehensive systems in 1985 were in the preplanning or planning phase in 1988. However, as of May 1988, 23 states had not advanced beyond the planning phase.

Table 1: Phase of System Development (1985 and 1988)

	States	
Phase	**September 1985**	**May 1988**
Fully operating (certified)	0	2
Mostly operating	4	14
Installing	5	6
Developing	6	9
Planning	18	16
Preplanning	15	5
No plan	6	2
Total	**54**	**54**

In addition to the 16 states that were fully or mostly operating as of May 1988, 27 others anticipated being mostly or fully operating by the end of 1991, as shown in table 2.

Table 2: State Estimates of When Their Systems Will Be Mostly Operating

Estimate of when mostly operating	States
As of May 1988[a]	16
During remainder of 1988	7
During 1989	9
During 1990	7
During 1991	4
During 1992	1
During 1994	1
Did not predict	7
Not applicable[b]	2

[a]Two of these state systems were certified as fully operating.

[b]States did not plan to develop comprehensive, statewide systems.

Officials' Views on State Progress

Concerning progress since 1985 in completing comprehensive, statewide automated systems, state views were generally more positive than those of OCSE. Forty-three states reported they had made at least moderate progress, but OCSE reported only 29 states had made such progress, as shown in table 3 (see app. III for additional details).

Table 3: Officials' Views on State Progress (Since 1985)

	State Progress	
Amount of progress	**State views**	**OCSE views**
Great	15	7
Much	10	9
Moderate	18	13
Little	8	19
None	1	3
Not applicable or no comment	2	3

Officials' Views on Reasons for Progress or Lack of Progress

State and OCSE officials often agreed on the reasons for state progress or lack of progress, as shown in table 4. Most frequently, states and OCSE attributed progress to these reasons—the availability of technical staff and strong state commitment and leadership. In the case of reasons for lack of progress, states most often reported lack of technical staff, but OCSE most often reported lack of (1) state commitment and leadership and (2) cooperation between state agencies, counties, and courts.

Table 4: Major Reasons Reported for State Progress or Lack of Progress (Since 1985)

Reason	State progress		State lack of progress	
	State views	OCSE views	State views	OCSE views
Availability of technical staff	10	10	13	9
State commitment and leadership	8	8	6	15
Cooperation between state agencies, counties, and courts	4	0	4	15
OCSE's changing requirements (including transfer policy)	5	2	8	5
User (staff) involvement in system development	5	0	1	0
Delays in preparation and approval of APDs	0	0	4	0
Underestimating complexity of system development	0	0	4	1
Support or pressure from OCSE	3	1	0	0
All other reasons	1	0	5	5

Note: In some cases, state and OCSE officials provided more than one reason.

Twelve states reported making greater progress between 1987 and 1988 then between 1985 and 1987. This was because they overcame such obstacles as the unavailability of technical staff, a lack of state leadership and commitment, poor cooperation from counties, and disagreements with OCSE over alternative automation plans (in APDs).

OCSE's Transfer Policy

In May 1986, OCSE began requiring states seeking enhanced funding to transfer systems from other states rather than develop new ones, unless there was a compelling reason not to. This transfer policy caused some states to redirect their automation plans. As of May 1988, 21 states had sought OCSE's approval to transfer systems, and 4 others were considering transferring (see app. II for additional details). Eleven of the 25 states had submitted plans to OCSE to develop or improve their own systems before OCSE's transfer policy was announced; these 11 were told, however, that they would have to transfer systems to qualify for enhanced funding.

State views varied on the effect of the transfer policy. According to five states, the transfer policy change was a major reason for lack of progress between 1985 and 1988. For example, Texas, which was in the planning phase in 1985, was told to transfer a system instead of developing a new system. As of May 1988, Texas had neither developed a

new plan nor resubmitted an APD to OCSE. State and OCSE officials told us Texas was considering transferring a system.

Of the 25 states transferring or considering transferring systems, six anticipated time and cost savings; all but one of these states reported the transfer policy as a major reason for their progress. For example, Connecticut advanced from preplanning in September 1985 to mostly operating in May 1988, completing its transfer in 15 months. Connecticut reported that transferring assured the quality of its system better than developing 1 million lines of program code (that is, the state's estimate of the size of an automated system for its Child Support Enforcement Program).

According to the remaining 19 states that were transferring systems, it was too early to determine whether there would be savings. As of May 1988, only four of these states had progressed beyond the planning phase.

Requirements for Enhanced Funding

In 1987, OCSE published a revised Automated Systems for Child Support Enforcement: A Guide for States Seeking Enhanced Funding. The guide describes the general and functional (core) requirements that states must meet to qualify for enhanced federal funding.

The general requirements are as follows:

- To provide for the establishment of a comprehensive, statewide system for each state's Child Support Enforcement Program, each state must amend its State Plan for Child Support Enforcement under title IV-D of the Social Security Act.
- The state APD must (1) be approved by OCSE and (2) demonstrate that the proposed system will provide more efficient and effective administration of the state plan.
- The state APD must (1) represent the sole effort for developing an automated system undertaken by the state and (2) incorporate all political subdivisions and agencies or individuals carrying out title IV-D activities within the state.
- The state APD must be developed, submitted, and approved in accordance with federal regulations.
- The state methods and procedures for charging costs of acquiring and operating comprehensive, statewide systems must be in accordance with federal regulations.
- The state systems must be comprehensive, meeting the mandatory core requirements.

The core requirements are as follows:

Case Initiation

The activities necessary for case identifications at the state agency responsible for the Child Support Enforcement Program include (1) accepting case data and uniquely identifying such case types as Aid to Families With Dependent Children (AFDC) recipients, former AFDC recipients who continue to receive child support services, and non-AFDC clients; (2) verifying custodial and absent parents through such interstate and in-state sources as the Federal Parent Locator Service, the Motor Vehicle Administration, and the Employment Security Administration; and (3) giving child support cases priority for processing.

Case Management

The activities necessary for case management are updating, locating, establishing paternity and amount owed, and tracking activities, including (1) entering on a timely basis all data necessary to process a case; (2)

connecting by computer with the state Medicaid system for such data as AFDC, Medicaid, or Social Security numbers for the custodial parent and names and Social Security numbers for the child and the absent parent; (3) establishing case-closing criteria; (4) locating absent parents, using all available automated sources for assistance; (5) tracking and maintaining data on establishing paternity; (6) recording amount owed; and (7) monitoring and accounting for delinquency and enforcement, state and federal location requests, establishment of paternity, and establishment of amount owed.

Financial Management

The activities necessary for financial management are accounting, including billing, payment-receipts processing, and proper distribution of collections and incentives for both interstate and in-state cases. Such activities include (1) doing all necessary calculations for determining federal, state, and local shares of collections; (2) facilitating state and federal fiscal and financial reporting; (3) maintaining such accounting management data as type of account, child support obligation, and payment history; (4) supporting varied billing cycles and providing correct calculations of nonpayments; (5) generating notices to delinquent payers; (6) accounting for all payment receipts, identifying them by type of enforcement action; (7) distributing collections; and (8) connecting by computer with the state's AFDC system to determine whether the collections render the case ineligible for AFDC.

Enforcement

The activities necessary for enforcement are identifying delinquent payers and connecting by computer with related computer systems, including (1) periodic screening to determine whether an individual is paying or is obligated to pay in more than one jurisdiction and (2) identifying delinquency cases that require additional action and outdated payment orders that need reevaluation.

Reporting

The activities necessary for reporting are (1) generating operational, management, and required federal reports and (2) insuring automated audit capability, permitting an expeditious review of all automated data used, produced, and reported by the system.

Security and Privacy

The activities necessary for security and privacy are safeguarding sensitive data and personal information, as required by federal regulations, and protecting the system itself, including (1) establishing appropriate

administrative, technical, and physical safeguards; (2) implementing physical and staff security plans; (3) establishing security policies to guard against unauthorized system use; (4) establishing internal controls over system changes; and (5) developing system security plans.

Status of State Automated Systems (May 1988)

Table II.1: States With Enhanced Funding[a]

State	Status of system as of 5/88	Status of system as of 9/85	Phase(s) changed	System transfer	Meets core requirements	Expected date: Mostly operating	Expected date: Certifiable
DE	Fully[b]	Developing	3	No	Yes	Now	5/88
NY	Fully[b]	Installing	2	No	Yes	Now	5/88
ID	Mostly[c]	Mostly[c]	0	No	Yes	Now	7/88
CT	Mostly[c]	Preplanning	4	Yes	Most	Now	9/88
HI	Mostly[c]	Developing	2	No	Most	Now	12/88
AR	Mostly[c]	Installing	1	No	Most	Now	1/88
IA	Mostly[c]	Planning	3	No	Most	Now	10/88
VT	Mostly[c]	Mostly[c]	0	No	Most	Now	3/88
NM	Mostly[c]	Developing	2	No	Most	Now	12/88
GA	Mostly[c]	Installing	1	No	Most	Now	d
IL	Mostly[c]	Developing	2	No	Most	Now	a
NJ	Installing	Developing	1	No	e	1989	3/89
AL	Installing	Planning	2	No	e	1989	d
CO	Installing	Planning	2	No	e	1988	d
VA	Installing	Planning	2	No	e	1988	d
SD	Developing	Preplanning	2	Yes	e	1989	1/89
NH	Developing	Planning	1	No	e	1988	2/89
ME	Developing	Preplanning	2	No	e	1989	4/89
MI	Developing	Planning	1	Yes	e	1991	d
MN	Developing	Planning	1	No	e	1989	d
OK	Developing	Planning	1	No	e	1988	d
WI	Developing	Planning	1	No	e	1991	d
WY	Planning	No planning	2	Yes	e	1989	7/89
AZ	Planning	Planning	0	Yes	e	1990	d
DC	Planning	Planning	0	Yes	e	d	d
FL	Planning	Preplanning	1	Yes	e	1990	d
IN	Planning	Planning	0	Yes	e	1990	d
KY	Planning	Preplanning	1	Yes	e	1990	d
MD	Planning	Preplanning	1	Yes	e	1990	d
MO	Planning	Planning	0	Part	e	d	d

(continued)

State	Status of system as of 5/88	9/85	Phase(s) changed	System transfer	Meets core requirements	Expected date: Mostly operating	Expected date: Certifiable
MS	Planning	Preplanning	1	Yes	e	d	d
NV	Planning	Preplanning	1	Maybe	e	d	d
OH	Planning	Planning	0	Yes	e	1990	d
PA	Planning	Preplanning	1	Yes	e	1992	d
RI	Planning	Preplanning	1	Yes	e	1990	d
TN	Planning	No planning	2	Yes	e	1991	d
WV	Planning	No planning	2	Yes	e	d	d

[A]As of May 1988, receiving or had submitted plan to receive enhanced funding.

[b]Fully operating.

[c]Mostly operating.

[d]System expected to meet core requirements when installed.

[e]Data unavailable.

Table II.2: States Without Enhanced Funding

State	Status of system as of 5/88	Status of system as of 9/85	Phase(s) changed	System transfer	Meets core requirements	Expected date Mostly operating	Expected date Certifiable
AK	Mostly[a]	Installing	1	No	Yes	Now	b
ND	Mostly[a]	Preplanning	4	No	Most	Now	b
OR	Mostly[a]	Mostly[a]	0	No	Yes	Now	b
UT	Mostly[a]	Mostly[a]	0	c	Yes	Now	b
WA	Mostly[a]	Installing	1	No	Yes	Now	b
KS	Installing	Preplanning	3	Yes	d	1989	b
NB	Installing	Planning	2	No	d	1988	b
LA	Developing	Planning	1	No	No	1988	b
SC	Developing	Planning	1	No	No	1988	b
NC	Planning	Preplanning	1	No	No	1989	b
VI	Preplanning	No planning	1	Yes	No	1989	b
MA	Preplanning	Preplanning	0	Maybe	No	1991	b
CA	Preplanning	Preplanning	0	Yes[e]	No	1994	b
PR	Preplanning	Developing	-2[f]	Yes	No	g	b
TX	Preplanning	Planning	-1[h]	Maybe	No	g	b
GU	No planning	No planning	0	No	No	b	b
MT	No planning	No planning	0	No	No	b	b

[a]Mostly operating.

[b]Not applicable.

[c]Although Utah's existing system met the core requirements, Utah submitted, in July 1988, an APD to OCSE to transfer a system to qualify for enhanced funding.

[d]System expected to meet core requirements when installed.

[e]Planning to transfer for some counties.

[f]Puerto Rico's system development was halted because of a contractor dispute. Puerto Rico is expected to resubmit a funding request when the dispute is settled.

[g]Data unavailable.

[h]Texas regressed from the planning to preplanning phase as a result of OCSE's transfer policy.

Views of State and OCSE Officials on State Automation Progress

State	State views[a]	OCSE views[a]
AK	Great	No comment
AL	Moderate	Little
AR	Moderate	Moderate
AZ	Moderate	Moderate
CA	None	Little
CO	Great	Much
CT	Much	Great
DC	Little	Little
DE	Great	Great
FL	Moderate	Moderate
GA	Much	Much
GM	No comment	No comment
HI	Much	Moderate
IA	Much	Much
ID	Little	Little
IL	Much	Moderate
IN	Moderate	Little
KS	Great	Much
KY	Little	Little
LA	Moderate	None
MA	Moderate	LIttle
MD	Moderate	Moderate
ME	Great	Much
MI	Much	Moderate
MN	Moderate	Moderate
MO	Moderate	Little
MS	Little	Little
MT	Little	Little
NB	Great	Little
NC	Moderate	None
ND	Great	Much
NH	Much	Great
NJ	Much	Little

(continued)

State	State views[a]	OCSE views[a]
NM	Much	Much
NV	Moderate	Little
NY	Great	Great
OH	Little	Little
OK	Moderate	Little
OR	Much	b
PA	Moderate	Little
PR	Moderate	Little
RI	Great	Much
SC	Great	Much
SD	Great	Great
TN	Moderate	Moderate
TX	Moderate	Moderate
UT	b	None
VA	Moderate	Little
VI	Little	Little
VT	Great	Great
WA	Great	Great
WI	Great	Moderate
WV	Little	Little
WY	Great	Moderate

[a]Represent views of state progress between September 1985 and May 1988 in developing automated systems for Child Support Enforcement programs, by state.

[b]Not applicable because system developed before September 1985.

Comments From the Department of Health and Human Services

DEPARTMENT OF HEALTH & HUMAN SERVICES

Office of Inspector General

Washington, D.C. 20201

DEC 13 1988

Mr. Lawrence H. Thompson
Assistant Comptroller General
U.S. General Accounting Office
Washington, D.C. 20548

Dear Mr. Thompson:

Thank you for providing us the opportunity to review and comment on the draft fact sheet, "Child Support: States' Progress Developing Automated Enforcement Systems," which you prepared for the Acting Chairman and Ranking Minority Member of the House Subcommittee on Public Assistance and Unemployment Compensation, Committee on Ways and Means.

The information contained on the fact sheet is basically accurate. We have no comments or suggestions for revision. We would like to note that States' are continuing to show a high degree of progress in automating the child support enforcement program. Since May, the date of your assessment, several States have progressed from the project phase as shown in the report. For example, South Dakota has progressed from development to installation, and Arizona, Kentucky and Rhode Island have moved from planning to development. We are encouraged by the degree of progress States made in 1988 and anticipate even a greater degree in 1989. Again, thank you for sharing this report with us.

Sincerely yours,

Richard P. Kusserow
Inspector General

27

Appendix V

Major Contributors to This Fact Sheet

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